



## State of Utah Department of Commerce

MICHAEL O. LEAVITT  
Governor

KLARE BACHMAN  
Executive Director

FRANCINE GIANI  
Director, Division of Consumer Protection

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### **QWEST SETTLES WITH UTAH**

**SALT LAKE CITY, Utah and DENVER, Colorado, July 11, 2003-** The Utah Division of Consumer Protection, Qwest Corporation and Qwest Wireless LLC filed their agreement today resolving a lawsuit about Qwest's sales and marketing practices. In the settlement, Qwest agreed to a one-time payment of \$375,000. Qwest further agreed to provide refunds or credits to eligible customers who file a qualified signed written complaint about specified products or services purchased since April 1, 2001 with the Division of Consumer Protection, 160 East 300 South, Salt Lake City, UT 84114. To qualify under the settlement, complaints must be filed with the Division of Consumer Protection within 120 days of the Court's order confirming the State's agreement with Qwest. Consumers can obtain a complaint form from the Division's Web site, [www.dcp.utah.gov](http://www.dcp.utah.gov). The complaint must include copies of supporting documentation.

"This settlement will make phone service more consumer-friendly. We are grateful that we could work with the Utah Division of Consumer Protection and Qwest to make sure Utah telephone customers are treated fairly," said Utah Attorney General, Mark Shurtleff.

"In settling the action, we commend Qwest for their efforts in resolving consumer complaints and modifying their business practices to accommodate our concerns," stated Consumer Protection Director, Francine Giani. "Today, Utah consumers are the big winners as this settlement will provide better customer service and communication with Qwest."

"This agreement underscores how serious we are about continuing to improve the relationship we have with our customers and ensuring that every single experience they have with Qwest is a positive one, in Utah and across our 14-state local service region," said Qwest Utah President, Robin Riggs. "We want to thank the Director of the



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Division of Consumer Protection, Francine Giani, her staff, and the Utah Attorney General's office for working in cooperation with us to resolve this lawsuit."

As part of the settlement with the state of Utah, Qwest agrees to continue and augment its prevention and monitoring practices, including:

- Providing written confirmation of new or changed service, including a description of how new features work.
- Monitoring of Qwest's performance, and identification of service problems or unauthorized practices.
- Auditing of certain account records, and reporting on that monitoring and auditing to the Utah Division of Consumer Protection.

### **About the Division of Consumer Protection**

The Division of Consumer Protection enforces 13 specific consumer protection laws ranging from automobile "lemon law" to regulations governing telemarketers, charities, and sweepstakes. It also oversees Utah's Consumer Sales Practice Act, which is the umbrella regulation prohibiting misrepresentation by businesses to consumers.

The Division is dedicated to providing a helpful regulatory environment for businesses that is firm, reasonable, fair, and supportive of the objective of quality customer service and quality of life for all citizens.

### **About Qwest**

Qwest Communications International Inc. (NYSE:Q) is a leading provider of voice, video and data services to more than 25 million customers. The company's 50,000-plus employees are committed to the "Spirit of Service" and providing world-class services that exceed customers' expectations for quality, value, and reliability. For more information, please visit the Qwest Web site at [www.qwest.com](http://www.qwest.com).